



# CHITTI KALYAN CHAKRAVARTHY UPPILI

## SENIOR PROFESSIONAL

Accomplished Professional offering nearly 23 years of experience in Hospitality Operations, Front office & General Administration

### CONTACT DETAILS



kalyanuc@gmail.com



+91- 6309596137



<https://www.linkedin.com/in/uppilikalyan-chakravarthy-b35600110/>

### CORE COMPETENCIES

Hotel/Hospitality  
Operations  
General  
Administration  
Sales Management  
Strategic Planning  
Client Relationship  
Management

### PROFILE SUMMARY

- Competent in **coordinating with different internal departments** to ensure smooth functions and increase overall process efficiency; proven capabilities in managing **Hotel operations, room division, room distribution revenue management procurement, inventory & stock management**
- Possess **relationship management skills** coupled with expertise in **coordinating with higher management** for administrative and support duties
- Experienced in managing wide spectrum of day-to-day administrative activities including **Housekeeping, Security, Maintenance, Asset Management, Event Coordination, Corporate Hospitality Management** & so on
- Zeal to learn continuously with an innovative approach, an analytical bent of mind and a positive attitude
- Expert in collating information and preparing reports on overall performance and compliance within the area
- Skilled in analysing area sales figures, interpreting trends and forecasting future sales volumes in order to plan for the future as well as liaising with local store management teams to make sure they are working towards clear and realistic targets
- Strong understating of administrative operations, which entail **personnel management, vendor coordination & negotiations and hospitality management** with excellent analytical approach and effective client coordination
- An effective communicator with excellent **relationship building, analytical, problem-solving, organizational & interpersonal skills**

### EDUCATION

2005



Diploma in Marketing & Business Planning from IGNOU

1997



B.Sc. from Andhra University

### CAREER TIMELINE

Oct'98-Oct'12

Since Jun'19

Dolphin Hotels  
Limited

Bid My Stay  
W.L.L, Doha

Lavilla  
Hospitality

Oct'12-Jun'19

# WORK EXPERIENCE

## Since Jun'19 with Bid My Stay W.L.L, Doha as Global Head-Sales Governance

### Key Result Areas:

- Managing Sales & Strategies for the group and Salesforce for hotel acquisitions, hotel onboarding
- Monitoring guest /customer acquisition for the platform, guest retention and guest satisfaction
- Ensuring service standards and implementing S.O.P to enhance guest comfort and stay experience in coordination with hotels
- Managing end-to-end functions related to hospitality administration
- Maintaining official documents and records repositories as well as personal files of staff
- Coordinating with cross-functional departments for various administrative activities
- Developing effective working relationships with B2B & Wholesale vendors and managing their complaints & issues.

### Significant Accomplishments:

- Established customer support team and call center training and implementation
- Conducted B2C campaign and add launch
- Managed M.V.P &100 Plus bookings as a part of POC 20,000 hotels on-boarded along with the sales team GRN connect integration
- Enabled 1 million hotels globally

## Oct'12-Jun'19 with Lavilla Hospitality,-Qatar as Regional Manager/Resident Manager

### Highlights:

- Managed tasks i.e. Management, Staffing, Property Refurbishment & Renovation, Purchasing, Technical Services, Setting Policies, Procedures, Standards, Training, and controlling sales & marketing
- Devised SOPs for the hotel division
- Coordinated with the department for re-branding of the hotel and reservations
- Established procedures among the various team members to ensure the operation is successful and fully aligned with the Corporate goals and objectives
- Recognized by management to monitor India Operations and Doha Operations; enhanced room sale by over 20% within one year via guest retention
- Streamlined online reservations & ensured zero fine from any departmental by adhering to the standards prescribed from time to time
- Attained GOLY 20% In revenue and 6% in occupancy

## Oct'98-Oct'12 with Dolphin Hotels Limited, Visakhapatnam

*Reported to Sr. General Manager & VP, Development/Amendment of SOPs for the hotel division*

### Growth Path:

**Jul'09-Oct'12 as Manager Front Office & Sales**

**Oct'98-Jul'09 as Dy. Manager, Asst Manager, Sr.Exe, F.O.S,F.O.A**

### Highlights:

- Ensured improvement in guest satisfaction from operational area
- Managed guest arrivals & departures on a daily basis; monitored Porch Management with an average presence of cars being 300 – 400 on a daily basis
- Ensured efficient luggage management in coordination with the Sales & Marketing Team for all corporate booking
- Managed sales & marketing and other MODs like Health Club, Travels, and Business Centre
- Received appreciation (thrice) as Best Employee of the Hotel for enhancing room sale by over 60% within one year via guest retention

# PERSONAL DETAILS

**Address** : Flat #506, Royal Residency , Shipyard LayOut, P.M Palem Last Bus Stop, Madhurawada, Visakhapatnam, Andhra Pradesh. 530041

**Date of Birth** : 13<sup>th</sup> June 1977

**Languages Known** : English, Hindi, Tamil & Telugu